

CMS Connection

Illinois Department of Central Management Services' Monthly Newsletter



Director Janel L. Forde

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MESSAGE FROM THE DIRECTOR

October is upon us and just like that, we are entering **the last quarter of 2021**. At CMS, this is often an exciting yet busy time, as we work to push projects across the finish line, meet statutory deadlines, and start preparing for new strategies and initiatives post-holiday season.

Our implementation of these efforts has changed throughout the pandemic and we are responsible for ensuring that we are prepared for our day-to-day goals, as well as the unplanned changes that may come our way. Hearings, conferences and even 5k challenges have gone virtual and we are still learning how to do things bigger, better and more effectively. We are prioritizing the integration new technologies and learning new ways to build partnerships and increase capacity internally and for others through events like the annual [Rapid Results Summit](#).

Where there is challenge, there is often opportunity. We have all been challenged, to say the least. However, we are still seizing and creating new opportunities that support a better Illinois and positively impact businesses, residents and other government agencies throughout the state.

I am especially proud that CMS is being recognized for this work by partner agencies and local government, which you can read more about later in this issue.

The work that you do everyday matters and I am proud to watch CMS continue growing and leading during this period of transition.

Continue to stay safe and let's get ready to finish strong. Here's to a great Q4!

**To learn more and keep up
with CMS, visit us online.**



Halloween

Happy Halloween! Please share photos of your Halloween costumes (for humans or pets) and décor by November 1 for inclusion in a special feature. Please send your pictures to

Macassa.Johnson@Illinois.gov.

EMPLOYEE OF THE MONTH - OCTOBER 2021

Michelle Dankowski, Office of Rapid Results



Michelle Dankowski

Michelle Dankowski is an Operational Excellence Manager for the CMS Office of Operational Excellence (also known as the Office of Rapid Results). As an **Operational Excellence Manager**, Michelle is responsible for providing training on the principles of operational excellence and continuous improvement to employees all over the State of Illinois. Michelle also provides project management support for operational excellence projects in her assigned agencies as well as here within CMS. Currently Michelle is actively engaged with the **Department of Healthcare and Family Services, Department of Employment Security, Illinois State Police** and the **Illinois Housing Development Authority**, and she supports operational excellence efforts here in CMS in the **Bureau of Strategic Sourcing, Bureau of Property Management**, and the Office of **Business Enterprise Program**.

Michelle is an outstanding business analyst with a keen eye for detail. She possesses strong decision making skills and she assimilates and analyzes a tremendous amount of information when evaluating alternatives and arriving at a conclusion. Michelle also possess outstanding planning skills. Her planning is always systematic, orderly and complete - regardless of the size or complexity of the project. Michelle has

become a true "go to" person on the Rapid Results team and she is continually sought out by team members for her assistance on projects because of her strong analytic thinking skills.

In September, Michelle produced a tremendous amount of work. In early September, Michelle worked with Terry Glavin to plan, develop and produce **Episode 3 of the CMS Leads Podcast** on the subject of enabling employee performance. Michelle and Terry also conducted a training session for the CMS Senior Leadership Team to explore more deeply the topic of enabling employee performance. Michelle also supported the 2021 Rapid Results Summit in mid-September with a breakout session on the subject of identifying the customer. She also served as a panel member for a Live Breakout Q and A session designed for attendees who are just beginning their Rapid Results journey. Finally, she piloted a new Rapid Results training program on September 29th called "Creating a Customer-Focused Office" which is designed to help managers develop office cultures which will help create positive customer experiences.

"Michelle is a rock star" according to John Baranzelli, Deputy Director of the CMS Office of Operational Excellence, "she is fiercely intelligent, hardworking, and most importantly - a trusted colleague to her fellow team members. I feel so very lucky to have a person of her abilities and outstanding personal character as a member of our team."



SECA

State and University Employees Combined

Appeal (SECA) is the once-a-year program that provides all employees the opportunity to donate to, the charitable causes of their choice to enhance the quality of life for all.

One prize last year was Director Janel Forde receiving a pie in the face from her nieces during quarantine!

SECA Participants will have an opportunity to win amazing incentive gifts depending on your donor level placement.

SAFETY CORNER

National Fire Prevention Week is October 3-9th



Fire Prevention Week is observed each year during the week of October 9th in

commemoration of the Great Chicago Fire, which began on October 8, 1871, and caused devastating damage.

In recognition of National Fire Prevention Week, the National **Fire Protection Association® (NFPA®)** – the official sponsor of Fire Prevention Week for more than 90 years – has developed an educational campaign entitled **Learn the Sounds of Fire Safety™**. This year's campaign was created to educate the public about simple but important actions we all can take to keep ourselves and those around us safe.

Since 1922, the NFPA has sponsored the public observance of Fire Prevention Week. In 1925, President Calvin Coolidge proclaimed Fire Prevention Week a national observance, making it the longest-running public health observance in our country. During Fire Prevention Week, children, adults, and teachers learn how to stay safe in case of a fire. Firefighters provide lifesaving public education in an effort to drastically decrease casualties caused by fires.

Use the following safety tips to learn the difference between sounds coming from your smoke and carbon monoxide detectors to save you, your home, and your family in the event of an emergency.

- A continuous set of three loud beeps–beep, beep, beep– means smoke or fire. Get out, call 9-1-1, and stay out.
- A single chirp every 30 or 60 seconds means the battery is low and must be changed.
- All smoke alarms must be replaced after 10 years.
- Chirping that continues after the battery has been replaced means the alarm is at the end of its life and the unit must be replaced.
- Make sure your smoke and CO alarms meet the needs of all your family members, including those with sensory or physical disabilities.



For more general information about Fire Prevention Week and fire prevention in general, visit www.fpw.org.

BENEFIT CORNER

Wellness Webinars



Stress: A Way of Life or a Fact of Life

Wednesday, October 6, 2021 from 12:00 – 1:00 PM CT

Join this webinar to:

- Learn what stress really is.
- Learn how stress affects your body.
- Learn how stress affects cognitive, emotional, and behavioral aspects of life.
- Identify ways to manage your stress.
- Learn stress coping techniques.

[Click Here to Register](#)

COMPSYCH®
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Domestic Violence Awareness

Wednesday, October 20, 2021 from 12:00 – 1:00 PM CT

Join this webinar to:

- Learn facts relating to age, gender, race, and geographical location of domestic violence.
- Recognize signs and types of domestic violence.
- Understand how to support a friend or relative who has confided in you.
- Know a variety of resources for help.

[Click Here to Register](#)

COMPSYCH®
GuidanceResources® Worldwide

Wellness Podcasts



5 Things Every Woman Should Know about Breast Cancer

This month we discuss five things every woman should know about breast cancer. Our guest is [Dr. Maria Grosse Perdekamp](#), an expert on breast cancer and gynecologic malignancies at the [Mills Breast Cancer Institute](#), part of the [Carle Cancer Center](#) in Urbana, Illinois.

[Click here to listen](#)



Domestic Violence

This month has a special panel discussion for Domestic Violence Awareness Month, sharing vital information and letting you know where you can turn for help, resources and more. This episode features two guest experts. Cher Pollock, the Director of Y Programs at [Crosspoint Human Services](#) in Danville, Illinois, and Elaine Schlorff, a Licensed Social Worker and Senior Care Coordinator at [Health Alliance](#), based in Champaign, Illinois.

[Click here to listen](#)



October is Breast Cancer Awareness Month

What You Should Know About Breast Cancer

Other than skin cancer, breast cancer is the most common cancer among American women. [Mammograms](#) are the best way to find breast cancer early, when it is easier to treat and before it is big enough to feel or cause symptoms.

There are different [symptoms of breast cancer](#), and some people have no symptoms at all.

Symptoms can include:

- Any change in the size or the shape of the breast;
- Pain in any area of the breast;
- Nipple discharge other than breast milk (including blood); and
- A new lump in the breast or underarm.

If you have any signs that worry you, see your doctor right away.

Some [main factors that affect your chance of getting breast cancer](#) include:

- Being a woman;
- Being older (50 years or older); and
- Having changes in your BRCA1 and BRCA2 genes.

You can do things to help [lower your breast cancer risk](#):

- Keep a healthy weight and exercise regularly;
- Don't drink alcohol or limit the amount of alcohol you drink;
- If you are taking hormone replacement therapy or birth control pills, ask your doctor about the risks; and
- Breastfeed your children, if possible.

For more information on the benefits of preventative care for breast cancer [visit here](#).



EVENTS CORNER

Rapid Results Summit Recap

Nearly 250 participants attended the Illinois Department of Central Management Services' (CMS) virtual **2021 Rapid Results Summit, Customer Experience Excellence**, on Wednesday, September 15th. Utilizing a combination of live presentations, prerecorded breakout videos, and interactive Q & A sessions, the Summit offered a comprehensive learning experience on many topics related to government customer experience, service, and value.

Thank you to all of our presenters, with special recognition to our Keynote Speaker and Multi-State Roundtable Panelists: **John Budd** (Oklahoma), **Beth Andreoli** (Pennsylvania), **Emilie Steinhoff** (Arizona), and **Gary Vansuch** (Colorado). Most importantly, we thank all of the attendees for making this a successful event.

In addition to those in attendance from the State of Illinois, government employees from **20 states and provinces across North America** also participated (an doubling from from 10 in 2020), making this a truly international event.

Shout out to Operational Excellence Deputy Director **John Barenzelli**, Communications Manager **John Powell**, Operational Excellence Manager **Michelle Dankoski** and the Rapid Results team for a great event.



Historic Preservation Awards

The State of Illinois has been recognized by the **City of Springfield's Historic Sites Commission** for CMS' efforts to preserve historical buildings in downtown Springfield. CMS **Bureau of Property Management** Deputy Director **Mike Pittman** attended the 2021 Springfield Preservation Awards on September 30, 2021 to accept the award for **Preservation Effort Involving a Public Facility** for the work underway to revitalize the **State Armory Building (Armory)** and the **Old Journal Register (SJR) Building** in Springfield.

This recognition comes as we continue our work to **optimize the State's real estate portfolio in Springfield** and redevelop several properties for State use in support of the **Capital Complex Master Plan for 2050**.

Congratulation to the Bureau of Property Management for this esteemed award.

See link below for more information about this year's award recipients.
https://springfieldbusinessjournal.com/wp-content/uploads/2021/09/2021_Historic_Preservation-1.pdf

Fall into Fitness Event Recap

Be Well Illinois and **Health Alliance** hosted their second annual **Fall into Fitness Virtual 5k/10k Challenge** for State wellness plan members and their dependents. The free virtual walk/run was held September 19-26, 2021, allowed participants to move at their own pace and choose a date and time within the week to complete the challenge. **Over 2,700 members registered**, with approximately 1,800 opting for the 5k and more than 900 challenging themselves to a 10k. Registrants were able to pick their affiliation and the top agencies, universities, retirement systems to participate were: University of Illinois, Department of Human Services, Teachers' Retirement System, Department of Corrections and Department of Public Health. All registrants will receive a free t-shirt and pin, sponsored by Health Alliance and the State's other health plan partners. Connect with **Be Well Illinois** on **Facebook** to be the first to know about upcoming events and challenges. You can also subscribe to Motivational Monday messages by sending an email to BeWell@illinois.gov.



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For more information on this newsletter or any other CMS initiatives, contact:
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